TENVIS Technology Co., Ltd

User Manual

For H.264 Cameras

Version 2.0.0

Catalogue

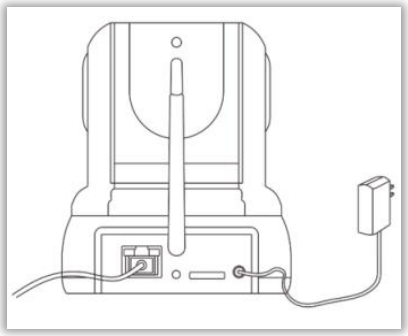
Basic Operation

This section will focus on basic operation of the interface including pan/tilt, video, audio, etc. For more information about mobile phone operation, please refer to Quick Start Guide.

Notice:
Certain functions mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.
When motion detection and/or sound detection are enabled especially during the night, false alarm might occur because of sudden change in light. Thus it is not considered as a product defect, and TENVIS is not responsible for the resulting loss.

Hardware Installation

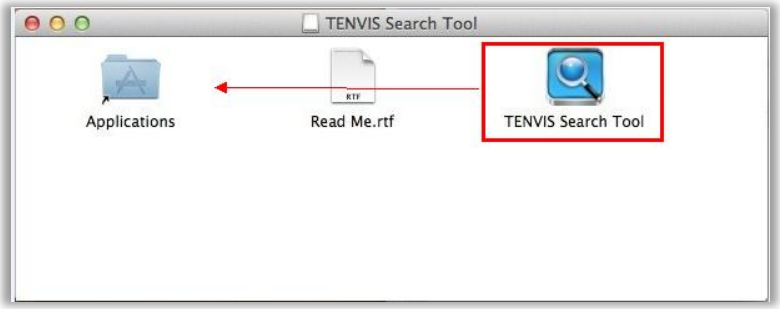
Open the package. Connect the camera to your router by a network cable and plug it in with the provided AC adapter.



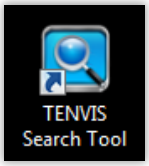
For basic viewing operation, please refer to Quick Start Guide and follow the guide step by step.
If you need to view your camera feed from the browser and for more information on the advanced features of the camera, please continue to browse this manual.

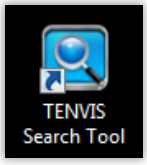
Search Camera

Run **TENVIS Search Tool.exe** for Windows or Run **TENVIS Search Tool.dmg** for Mac to Install TENVIS Search Tool in your PC.

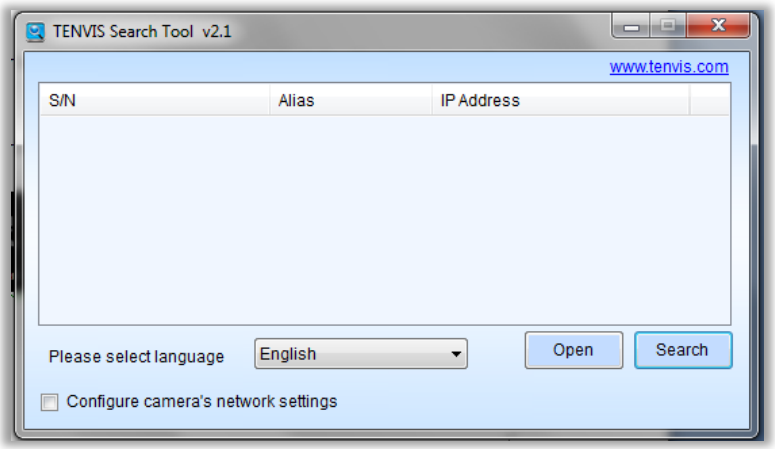


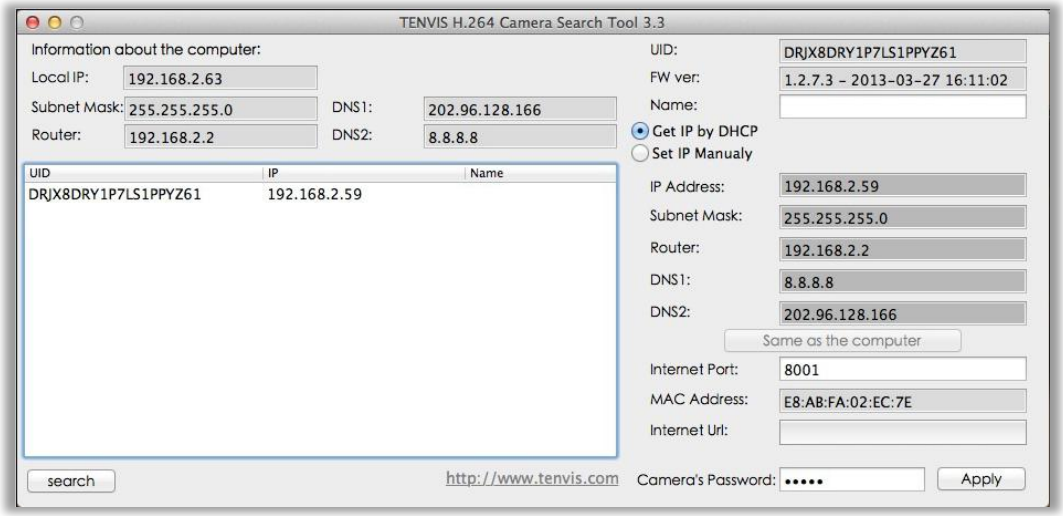
Drag TENVIS Search Tool into Applications to install the search tool in MAC.

After installation, run 

on desktop for Windows or 

in launch pad for Mac.





IP Address / Local IP	Your computer's IP address
Subnet Mask	Your computer's subnet Mask
Gateway / Router	Your computer's Gateway/Router's IP address
S/N / UID	Camera's serial number or P2P
Alais / Name	Camera's display name which is set to distinguish it from other devices on your network
IP Address	Camera's local network IP address, which is used to view the camera on the same local network. Specify a unique IP address for your network camera.
Netmask / Subnet Mask	Specify the mask for the subnet the network camera is located on
Default Gateway / Router	Specify the IP address of the default gateway (router) used for connecting devices attached to different networks and network segments

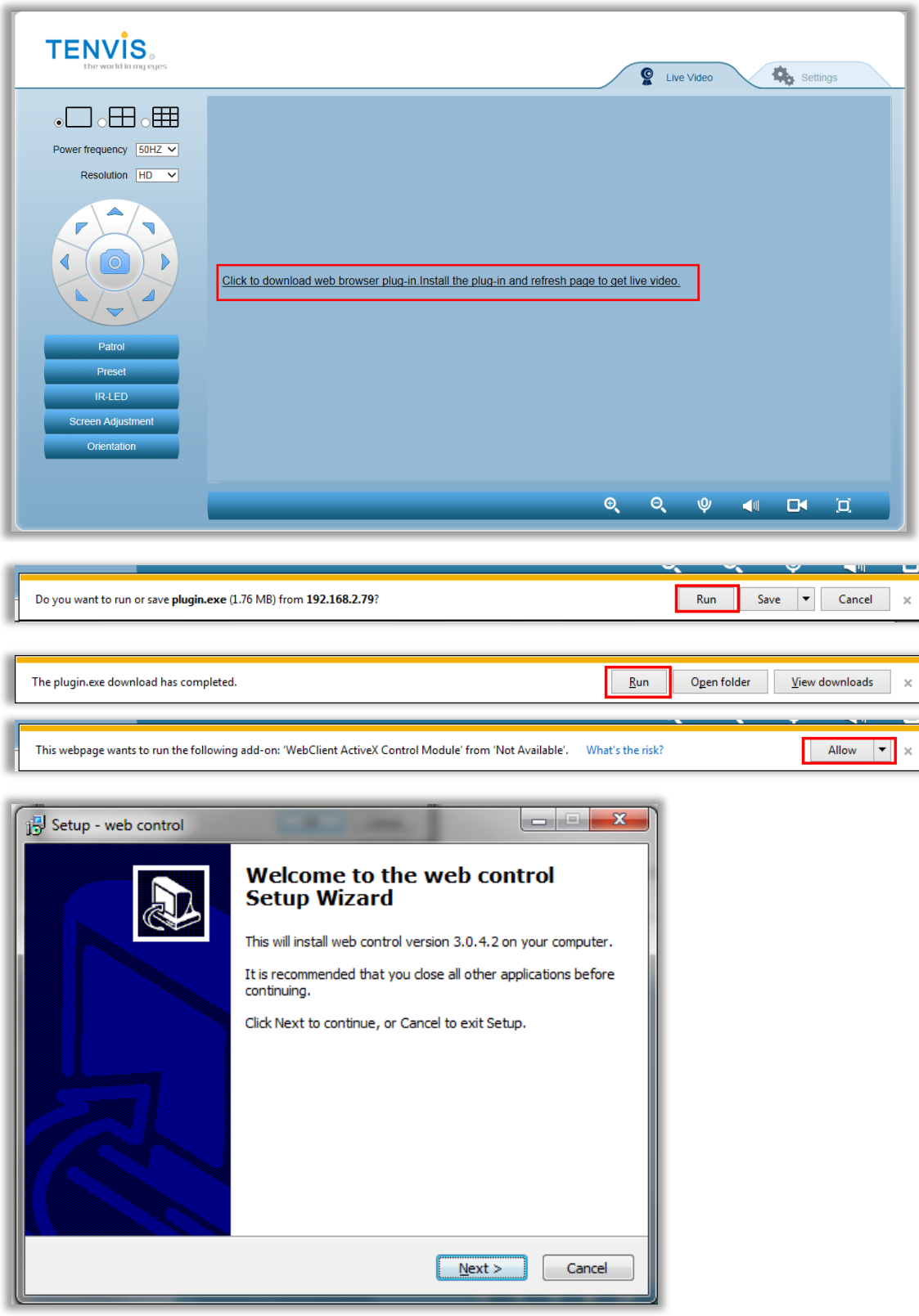
Service Port / Internet Port	Camera's communications port which is set to send video and audio data, the default port is 8001
MAC / MAC address	Camera's Ethernet address
Internet URL	Camera's remote view URL. You can click Open to view the camera from Internet after you finish the Internet View configuration.
DNS1 / DNS2	DNS automatically converts the names we type in our Web browser address bar to the IP addresses of Web servers hosting those sites. You can ask your ISP or copy your PC's configuration.

Double click the IP shown in the search tool, the search tool will open your default web browser and redirect to the camera's URL.

Get live video

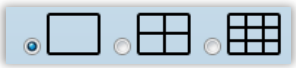
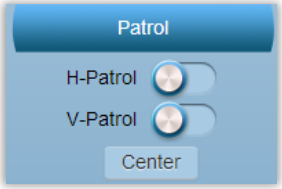
1. After inputting the camera's LAN or Internet access URL in IE browser, the login window shows. Then login the camera, the camera's username and password will be required. The default username and password are admin.

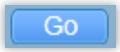
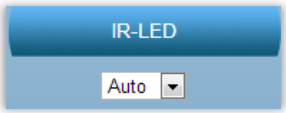
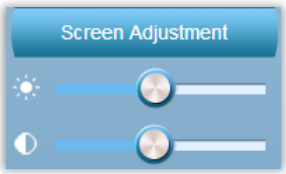
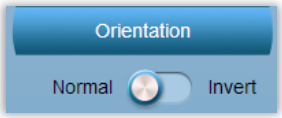
2. The camera will ask you to install the web browser plug-in. Click "allow" or download it from the link shown on screen.



3. Refresh the page and watch the live video.

Instructions of the buttons of main panel

	Click this button for camera settings
	1 camera view, 4 cameras view, 9 cameras view
Power frequency	Adjust power frequency to prevent image flicker
Resolution	Changed the resolution of the video HD means 1280*720, VGA means 640*360, QVGA means 320*180
	There are 8 direction keys and the center button is take snapshot. (only available for camera with Pan/Tilt)
	Patrol horizontal or vertical. Go center when clicking “Center” button
	Preset positions are IP camera's memorized P/T positions. Once you set a preset position, you do not need to pan the camera to your preferred position. You simply press the preset button that corresponds to the preset you want to see and the camera will move to that position automatically.

	Set preset position; this camera supports 8 preset positions. (only available for the camera with Pan/Tilt)
	Go a specific preset position you have set (only available for the camera with Pan/Tilt)
	Turn on, off or auto IR-LED
	Adjust the brightness and of the video
	Invert the video horizontally and vertically
	Zoom in
	Zoom out
	Receive audio from the camera (only available for camera with 2-way audio)
	Send audio to the camera (only available for the camera with 2-way audio)
	Record video to PC, you can change the path in the settings menu
	Full screen

Camera Settings

Click this Settings Button  for camera Settings.

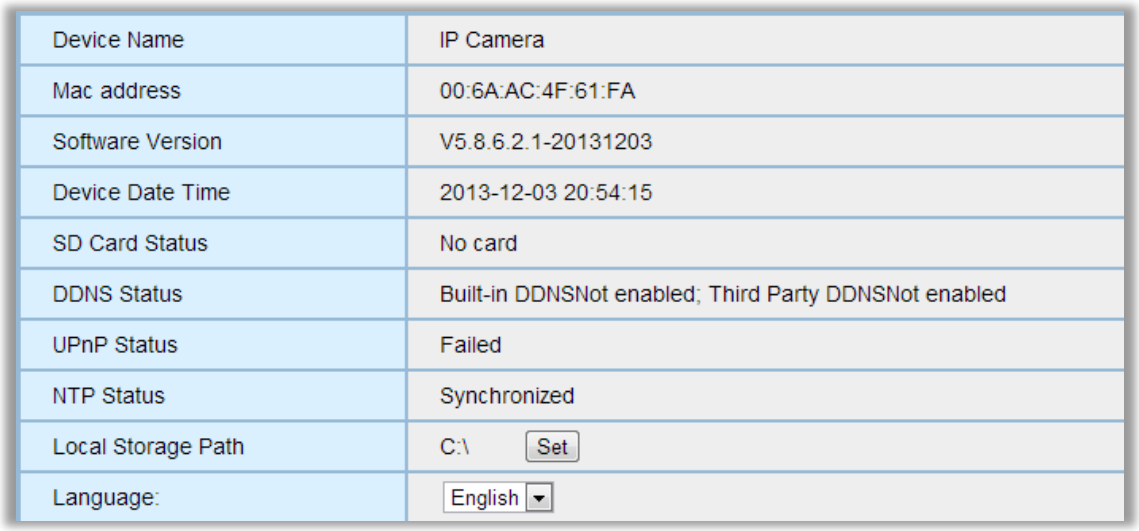
Notice:

1. Certain functions mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

System

Device Status

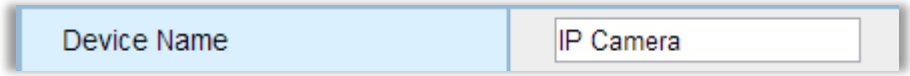
System Information & Status



Device's Name	Camera's Name
Mac address	Device's MAC address of wired connection
Software Version	Camera's software version
Device Date Time	Camera's built-in time
SD Card Status	Camera's mirco-sd card status
DDNS Status	Camera's ddns status
UPnP Status	Camera's UPnP status
NTP Status	Whether camera got time from time server
Local Storage Path	The path of record files and snapshots located in your PC
Language	Change camera's default language

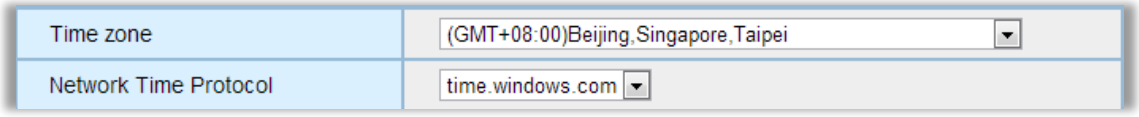
Device Name

Change camera's name



Time

Camera's time setting



Time zone	Time zone of the place that the camera is located
Network Time Protocol	Network time server which is connected to the camera

Tips:

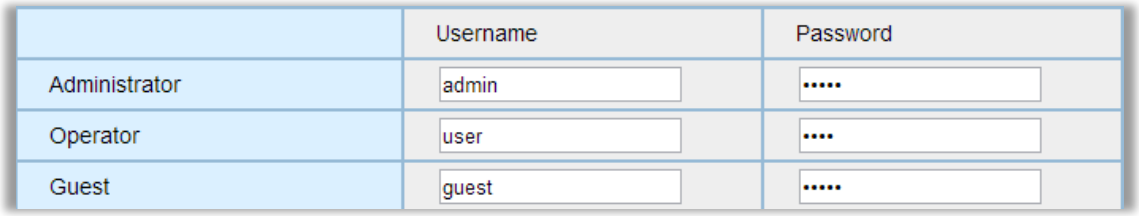
1. What is a Network Time Protocol server?

Network Time Protocol server is a server computer that reads the actual time from a reference clock and distributes this information to its clients using network. Your camera will

get the correct time through an NTP sever by offering the time zone of its location.

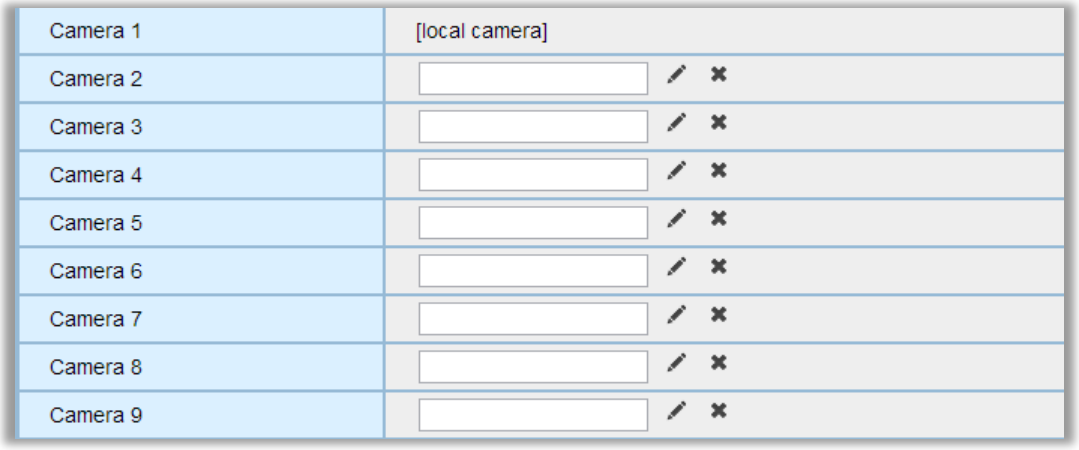
User

Adding and updating user accounts

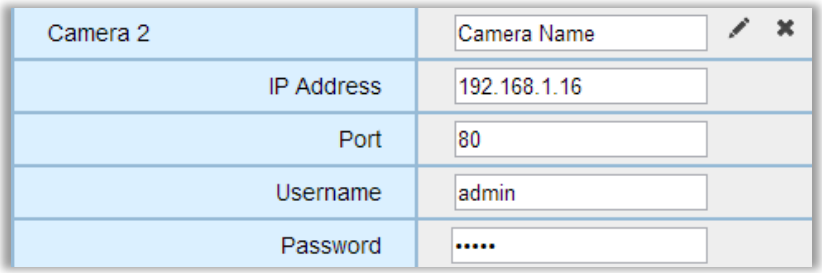


Different user type has different access right of the camera

Multiple devices



Add more camera s and show them in the same page. Click  to edit cameras.

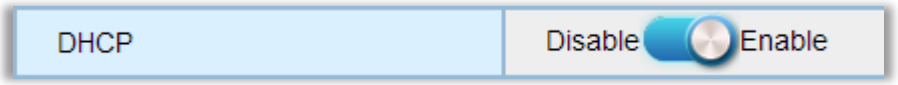


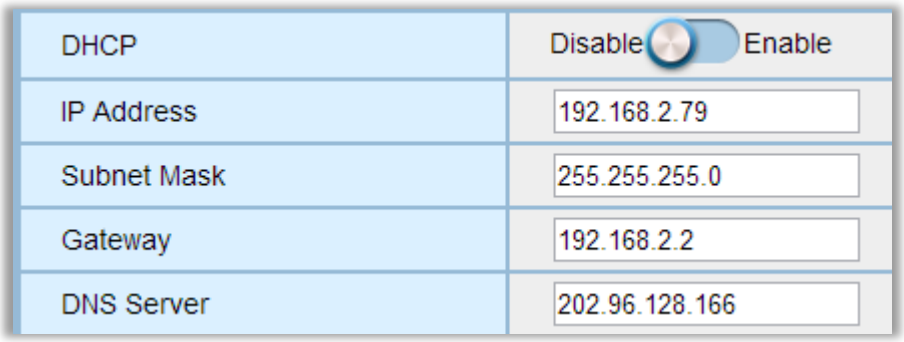
Camera X	Camera's name
IP address	another camera's ip address
Port	another camera's port
username	another camera's username
Password	another camera's password

Network

IP

The Camera's Basic Network Settings



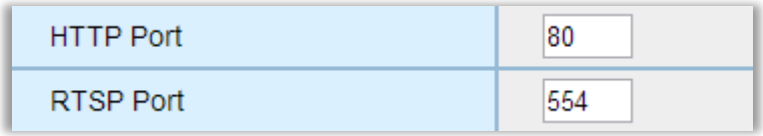


DHCP	Enable or disable obtaining IP address from DHCP server automatically. If it is enabled, IP address and other items cannot be changed manually.
IP Address	Camera's local network IP address, which is used to view the camera in the same local area network. Specify a unique IP address for your network camera.
Subnet Mask	Specify the mask for the subnet the network camera is located on
Gateway	Specify the IP address of the default gateway (router) used for connecting devices attached to different networks and network segments
DNS	DNS (Domain Name Service) provides the translation of host names to IP addresses of your network

If your cam shall be used within Wi-Fi mode, you should setup the wireless options and restart the camera and come back to this menu to finalize the IP address.
The reason is that the cam gets a new MAC address during Wi-Fi-mode and the IP address provided by the router (when using DHCP) changes correspondingly.

Port

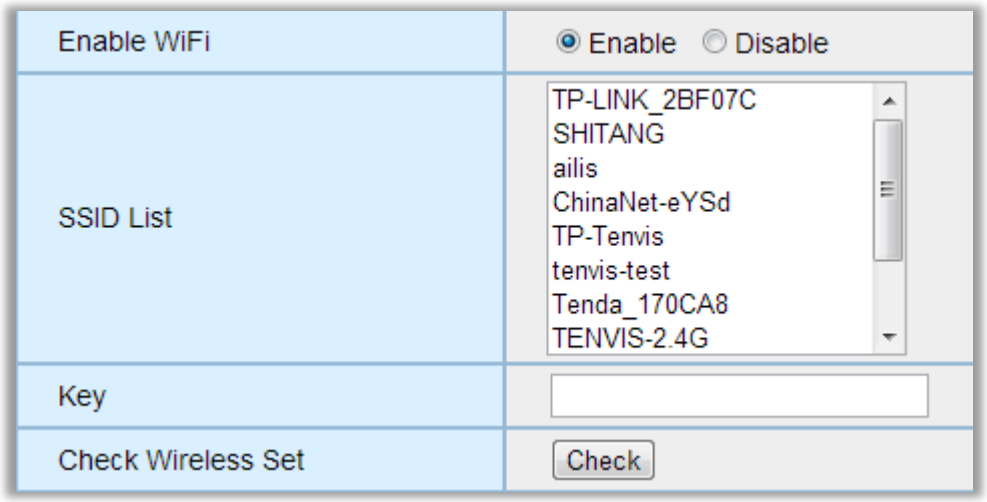
Camera's communications port which is set to send video and audio data



HTTP Port	The port to access the camera by web browser
RTSP Port	The port to access the camera rtsp protocol. For example, you could access the camera by VLC media play by rtsp port

WiFi

Configuring WI-FI connection

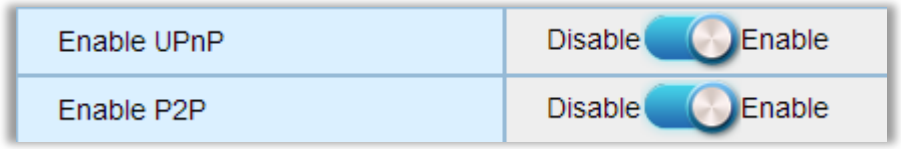


Enable WiFi	Enable or disable Wi-Fi connection
SSID List	Select your wireless SSID in the list.
Key	Enter your wireless password and click OK to set up wireless.
Check Wireless Set	Check whether the Wi-Fi key is suit to the Wi-Fi. We suggest you check Wi-Fi settings before save it.

The cam gets a new MAC address during Wi-Fi mode and the IP address provided by the router (when using DHCP) changes correspondingly.

UPnP

Enable or disable UPnP and P2P function.



Universal Plug and Play (UPnP) is architecture for peer-to-peer network connectivity and it will connect to the IP camera from Internet more seamlessly

Notice:

As UPNP is also easily affected by router or firewall, sometimes it may show failed status. If this happens, please forward the camera's port on your router manually. Whether UPNP succeeds or not, it will not affect the camera's remote access.

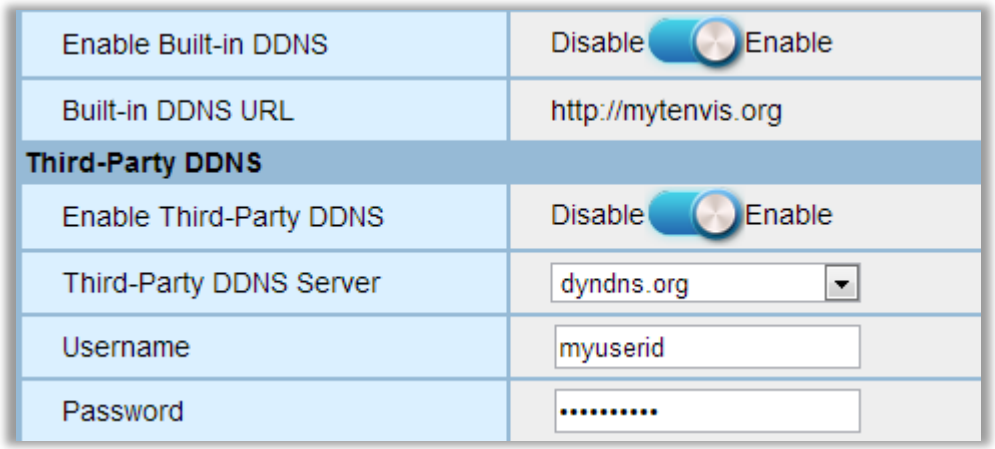
To be able to use UPnP your router must be enabled to allow UPnP-mode.

Be carefully, because UPnP not only opens a port for the camera. All other units within your network are also able to open free accessible ports to internet and function for incoming request from internet enabling to access your computers. So this is a potential security risk!

Ask an experience IT specialist to assist you, if you are not familiar with NAT/Port forwarding on your router.

DDNS

Configuring the camera's DDNS for remote view



Built-in DDNS URL	Camera's built-in DDNS URL
Third-Party DDNS Server	This camera supports multiple DDNS provider, select one of them and click Register to get an account.
Username	Enter the DDNS account.
Password	Enter the DDNS password.

Tips:

1. What is DDNS?

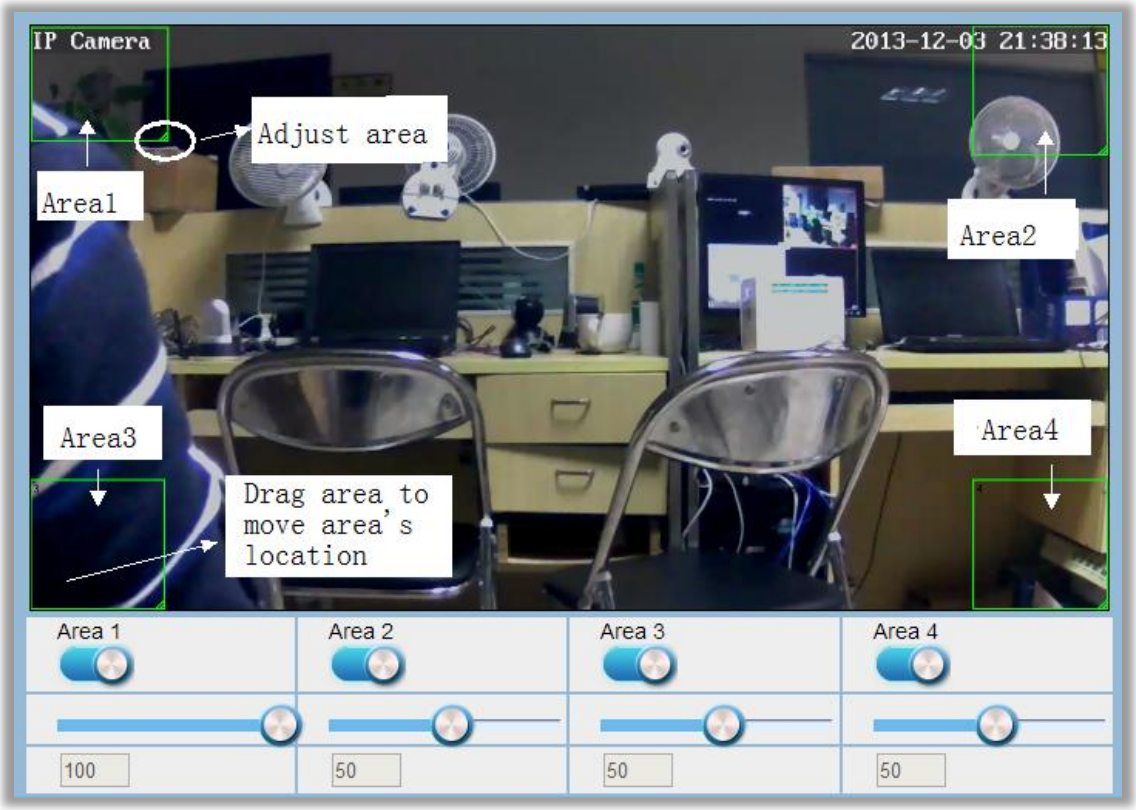
DDNS (Dynamic DNS) is a service that maps Internet domain names to IP addresses. Thus we do not need to know the changing IP address in order to view the camera through the relevant DDNS server.

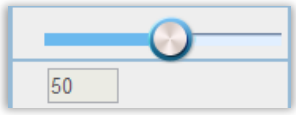
Alarm

Notice:

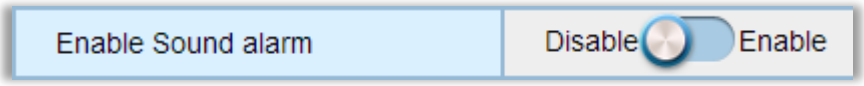
When motion detection and/or sound detection are enabled especially during the night, false alarm might occur because of sudden change in light. Thus it is not considered as a product defect, and TENVIS is not responsible for the resulting loss.

Motion Detection



Area X	There are 4 areas could be set at most. We could adjust the area's size and location on the image.
	The sensitivity of the motion detection alarm. 100 is the most sensitivity.

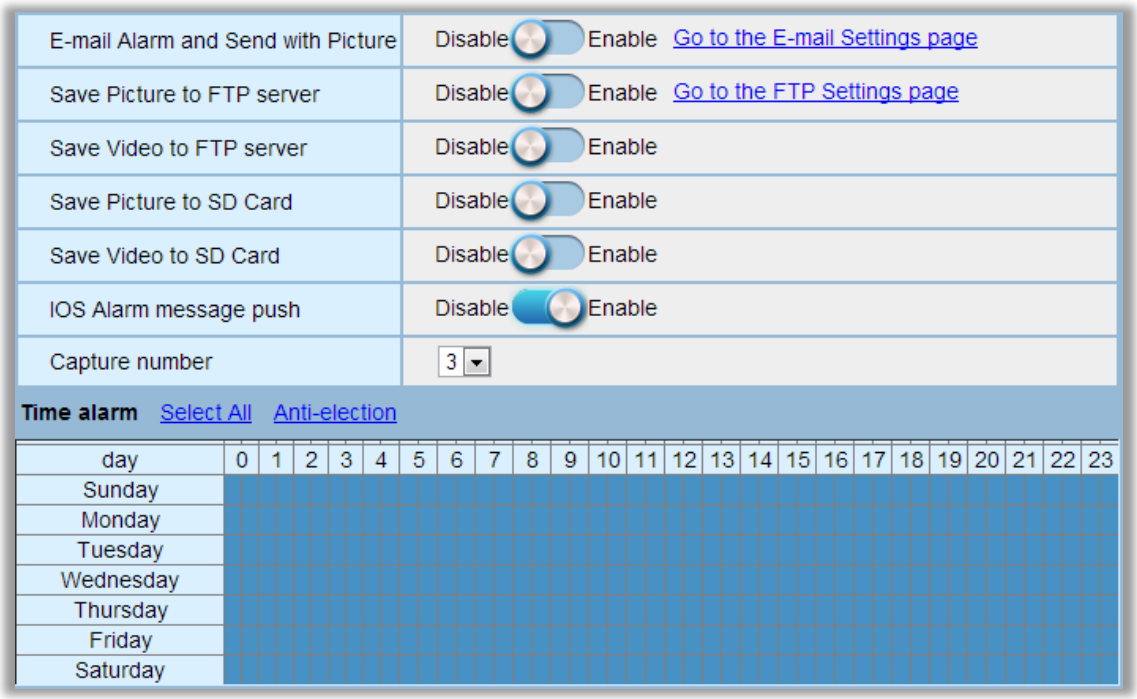
Sound alarm



Enable sound detection	Enable or disable sound detection

When the camera detects sound by microphone, the camera will alarm.

Linkage alarm



E-mail Alarm and Send with Picture	Enbale or disable e-mail alarm
Save Picture to FTP server	Enbale or disable FTP alarm with snapshots
Save Video to FTP server	Enbale or disable FTP alarm with record video files
Save Picture to SD Card	Enbale or disable save picture to Mirco-SD card
Save Video to SD Card	Enbale or disable save video to Mirco-SD card
IOS Alarm message push	Enable or disable iOS push
Capture number	How many snapshots captured by the camera when the camera is alarming
Time alarm	Set up camera's detecting schedule, each small diamonds means a quarter-hour

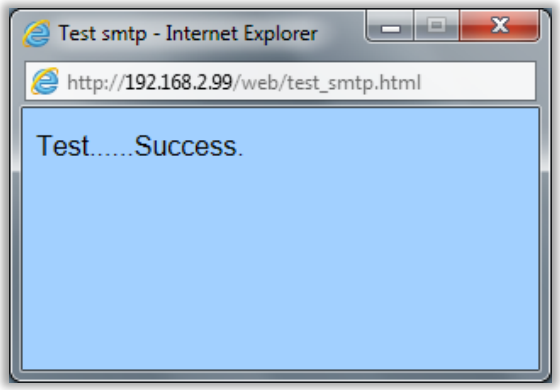
Email

Once the motion detection alarm is enabled, camera will send snapshots to the specified email when it detects moving objects.

SMTP Server	Sending emails provider ‘s SMTP server address
Sender's	Email address for sending the alert email
Password	Sender email’s login password
SMTP Port	Service port of SMTP server. For Gmail, it is 587 or 465. For other email service providers, please search on the Internet.
SSL	Enable or Disable SSL when sending alarm, it depends on the SMTP server’s settings
Recive E-mail	E-mail address for receiving the alert email
Subject	The alarm e-mail’s subject
Message	The alarm e-mail’s message

E-mail Alert Configuration

SMTP Server: The SMTP (short for Simple Mail Transfer Protocol) works like a post assistant, handling the sending of emails from the camera to an email server. SMTP Server receives outgoing mail messages from users to the mail recipients they are intended for.
If your sender email provider is a public server, you can search the IP address of the email provider’s SMTP server or DDNS from Google.
If your sender email provider is a private one, you can consult with the email provider’s customer service.
Sender: The sender’s email address must correspond to the account, port and SMTP-server settings above.
Password: The password you use to login to the SMTP server which is also the sender email password.
Then click **Save & Test**. Once it says **Success** that means the camera has set up e-mail settings.



Notice:

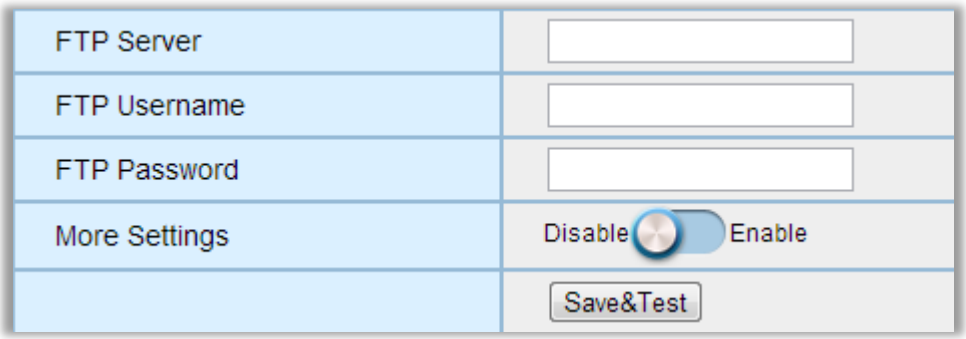
1. Please check the IP settings of the camera if it failed the test
2. There might be some delay for motion detection alarm since it is related to the network condition and the service quality of the sender email's provider. Thus it is beyond the control of IP camera.
3. If you still cannot receive any email alert after receiving the test email, please check your spam box and add your sender email address in the trust list of the recipient email once your find it in spam.

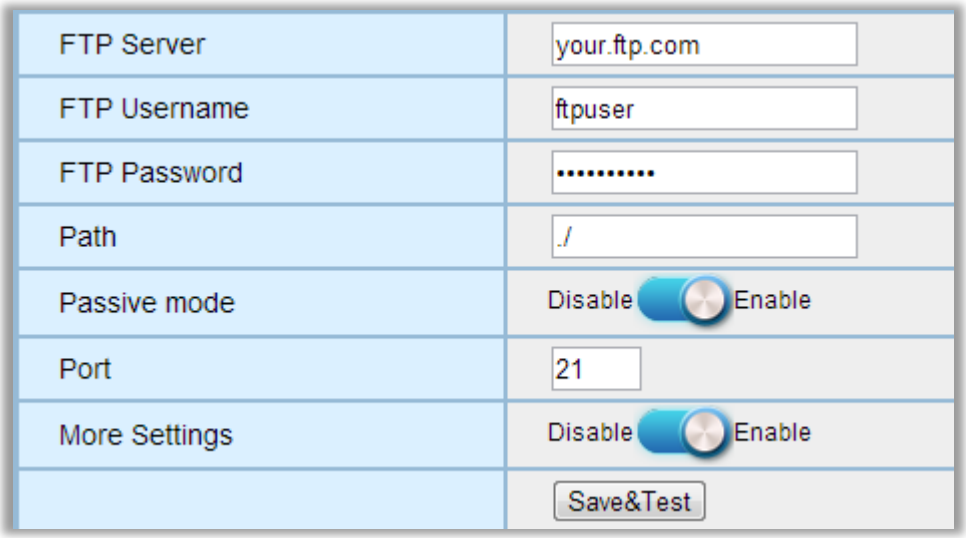
Tips:

The email alert is sent via sender email's provider server which is an SMTP server. Once the camera signs in to the SMTP server, the email alert will be delivered to the recipient email after getting SMTP server's authentication. Therefore, the sender email, recipient email and the SMTP server are all required.

FTP

Once the motion detection alarm is enabled, camera will send snapshots or video file to the specified FTP server when it detects moving objects.



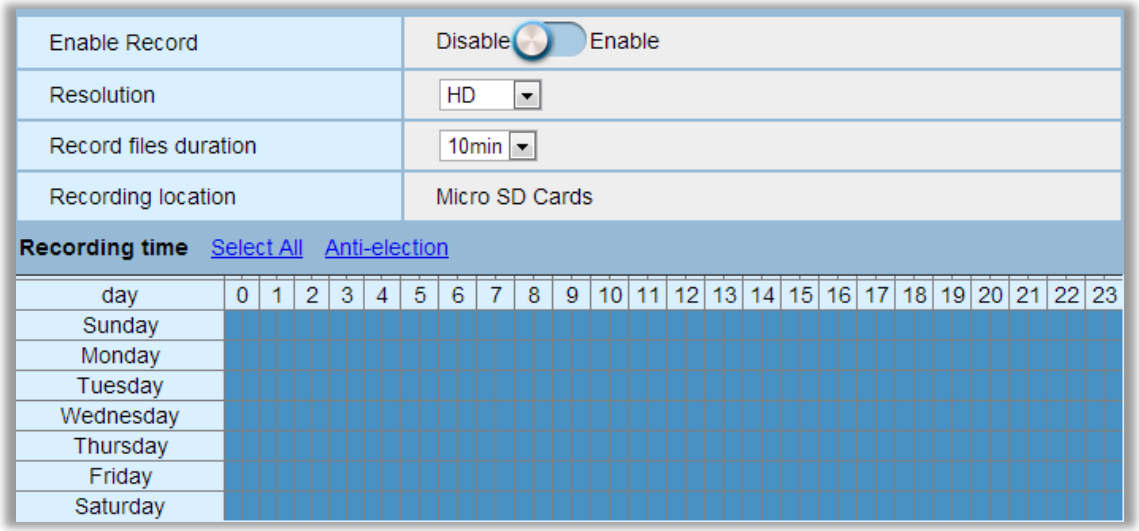


FTP Server	The IP address of FTP server
FTP Username	The username of FTP server
FTP Password	The password of FTP server
Passive mode	Enable or disable passive mode
Port	The port of FTP server, default is 21

Capture&Recording

Timed recording

Record video to Mirco-SD card according to schedule.

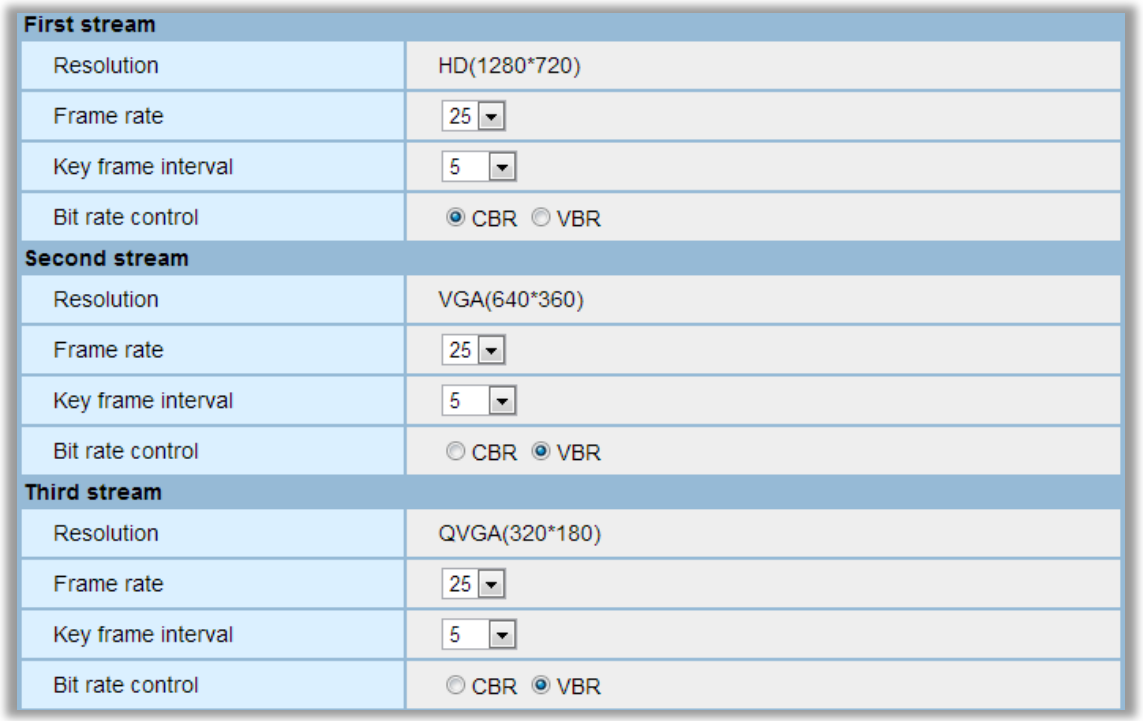


Resolution	The resolution to record
Record files duration	The time limit of record file
Recording time	The recording schedule

Timed capture

Video

Video Parameters



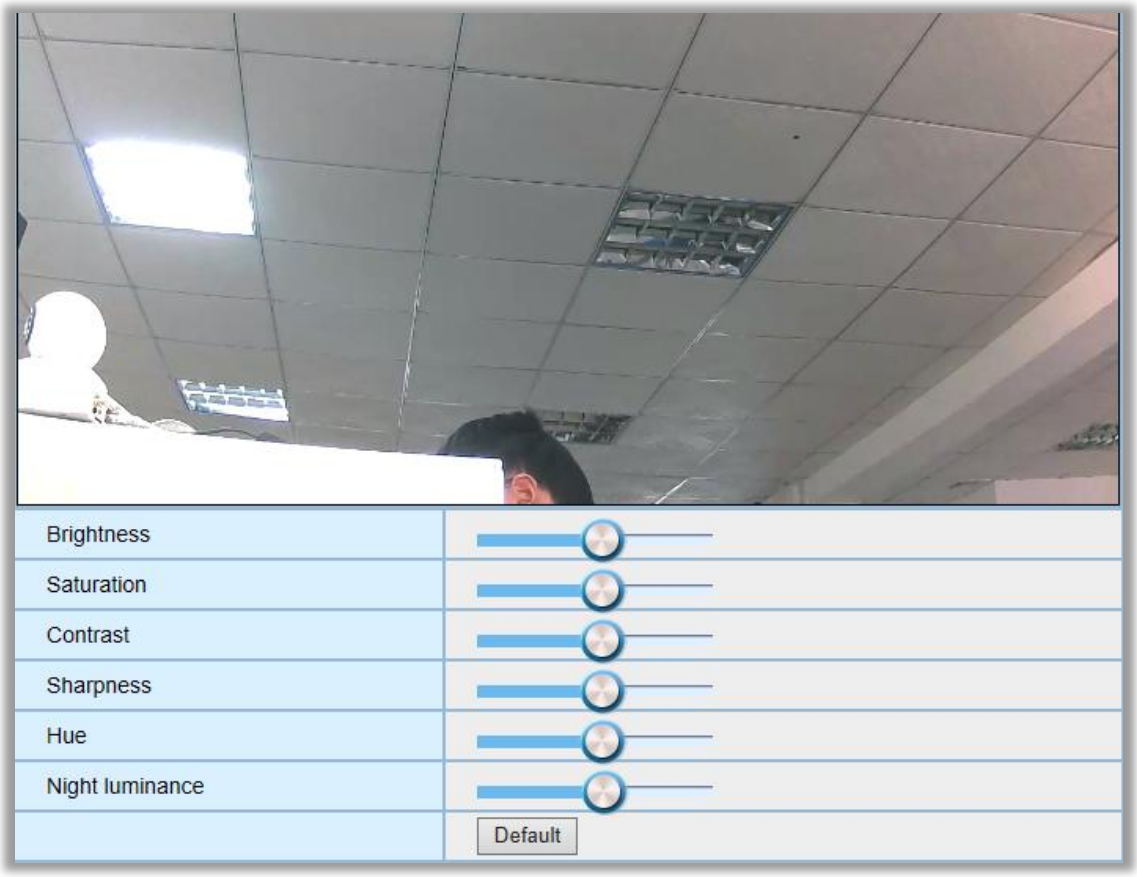
You can adjust the

Stream	The camera support 3 stream, that means the camera support send 3 kinds of video stream in the same time.
Resolution	Resolution of video
Output	Variable Bitrate and Constant Bitrate. Variable Bitrate will use less bandwidth, but will affect the video quality on moving objects. Constant Bitrate will use more bandwidth, but will provide better video quality on moving objects.
Frame rate	How many Frames per second but will provide better video quality on

	moving objects.
Key frame interval	Video buffer for motion recordings. The bigger the number is, the more key frame there will be.
Bit rate control	CBR means constant bit rate and VBR means Variable bit rate CBR requires more network bandwidth but has static image quaility

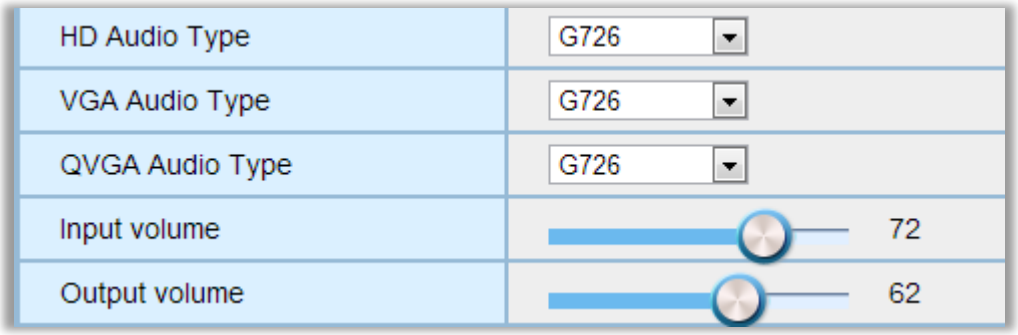
Video Quality

Adjust video's quality.



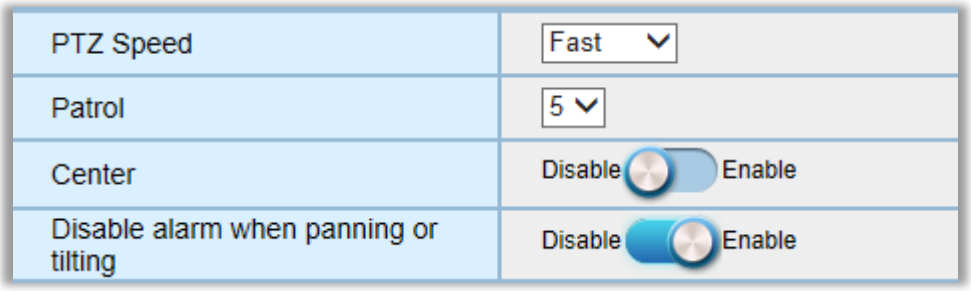
Audio

Adjust camera's audio settings



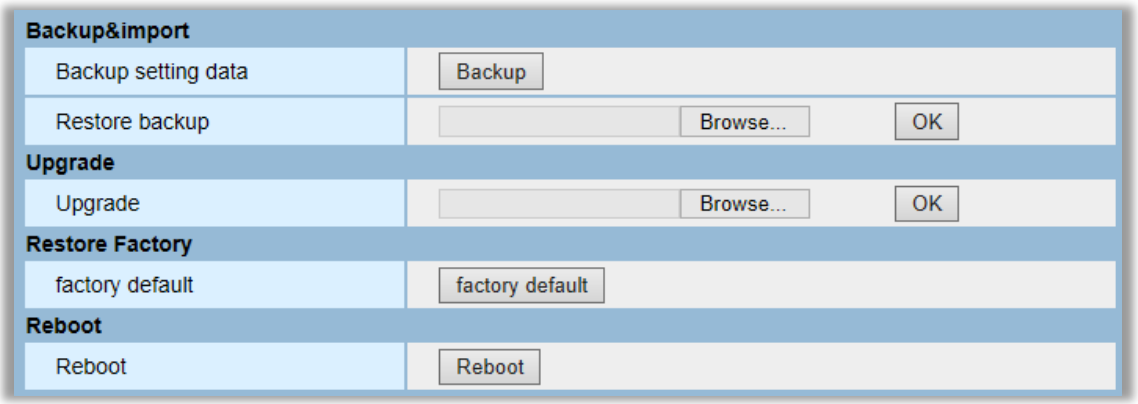
Others

Pan/Tilt



PTZ Speed	configure camera ptz speed
Patrol	how many circles the camera patrols
Center	Go center when the camera it booting
Turnoff the alarm PTZ operation	When the cameras is paning or tilting, the camera will not triger alarm when this enabled.

System Configuration



backup setting data	backup camera settings to data file
restore backup	Restore camera settings by backup file
Upgrade	Upgrade camera's firmwre
factory default	Restore camera to factory default
Reboot	Reboot camera

Notice:

1. Please choose proper update package for your camera model.
2. Use an Ethernet cable NOT WI-FI to connect to your camera during the update process.
3. Make sure that the camera is not unplugged during the update process.
4. The whole process may take about 2-3 minutes. Please wait until camera reboots.
5. Please update only with the help of a professional in case of problems while updating.
6. TENVIS is not responsible for improper update attempts that lead to camera crash.